

## Airlines Change Rules for Using Nonrefundable Tickets

In an industry of constant change, airlines are again revising the rules for using nonrefundable tickets.

Passengers holding qualifying nonrefundable tickets now have one year from the date the original ticket was issued to reschedule their travel and apply the full value of the unused ticket to a new travel itinerary. However, passengers will have to pay the \$100 change fee for rescheduling their flight. In addition, they will be responsible for any difference between the original fare and the fare on the new departure date.

To take advantage of the new rules, travelers must cancel the original reservation at least 24 hours before the scheduled departure.

Travelers should check the Web site of the airline before departure to stay current with ever-changing airline regulations. ➔



## Keep Yourself Safe When Staying In a Hotel Room

Security experts agree that most hotel crimes are committed in guest rooms. Here are some tips they offer for staying safe on the road:

- ★ If the person at the front desk announces your room number within earshot of others instead of discreetly writing it down, request another room.
- ★ After entering the room, make sure any windows or sliding doors that lead to a balcony can be securely bolted. If not, request another room.
- ★ Always use the dead bolt and door chain when inside the room, and use the peephole to identify housekeeping, room service, or other visitors.
- ★ Never open the door for unexpected hotel maintenance workers. Call the front desk to verify if the service was requested, and ask for uniformed hotel security to be present if the work is deemed necessary.
- ★ Store all valuables in the in-room safe.
- ★ If you are returning to the hotel late at night, request that someone from hotel security escort you to your room. ➔



Beginning September 15, the phone number for our After Hours Emergency line will change to: 1-800-358-1019.

The agency's CTA account will automatically be charged a fee for each call made to this emergency line. We don't yet know the exact amount of the charge, but it will be approximately \$16.



## Note These Personnel Changes in the State Travel Office

### New Travel Agent

Welcome to Kandace Malan, a new agent in the State Travel Office. She has worked with the Christopherson Travel Group for four years and has been employed in the travel industry for more than seven years.

Kandace, who grew up in Logan, is married and has a one year old daughter. She says she is “excited and looking forward to working with the State of Utah.”

You can contact Kandace in the State Travel Office by phone at 801-538-3358 or by e-mail at [kmalan@utah.gov](mailto:kmalan@utah.gov).



### Good-bye to Dot and Colleen

Good-bye and good luck to travel agents Dot Gortcinsky and Colleen Clark, who have left the State Travel Office. ➔

### State Travel Agency Personnel

**Mary Marsden**

801-538-3357

[marymarsden@utah.gov](mailto:marymarsden@utah.gov)**Lynette Saccomanno**

801-538-3351

[lsaccomanno@utah.gov](mailto:lsaccomanno@utah.gov)**Angie Mackelprang**

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801-538-3352

[taminelson@utah.gov](mailto:taminelson@utah.gov)**Kandace Malan**

801-538-3358

[kmalan@utah.gov](mailto:kmalan@utah.gov)**Nicole Naylor**

801-538-3109

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801-538-3103

[ddonoviel@utah.gov](mailto:ddonoviel@utah.gov)

### State Travel Agency Contact Information

**Monday – Friday**

8:00 a.m. – 5:00 p.m.\*

801-538-3350

**Daytime Emergency**

8:00 a.m. – 5:00 p.m.\* weekdays

801-537-9124

**After Hours Emergency**

5:00 p.m. – 8:00 a.m.\* weekdays,  
and on weekends and holidays  
1-800-358-1019 (starting Sept. 15)  
(per call charge to CTA)

**FAX Number**

801-538-3485

**Office Address**

Room 1170 State Office Building  
Salt Lake City, Utah 84114

**Office Hours**

8:00 a.m. – 5:00 p.m.\* weekdays  
State of Utah Holidays Observed

\*Mountain Time